

Community Development-Customer Survey Response Summary (2002 YTD)

Date of Visit	1 Promptness of initial greeting	2 Time spent waiting for service	3 Courtesy/personal attention	4 Knowledge level of employees	5 Efficiency of service provided	6 Useability of information	7 Overall service	Comments/Suggestions	Administration	Animal Control	Building	Code Enforcement	Customer Service	Dev/Serv-Planning	Dev/Serv-Engineering	Fire Marshal	Long r
2001-2002	2	2	1	1	2	2	1	Your officers are rude and very one-sided. Very biased!!! I've complained and complained. Nothing gets done.	x								
1/11/2002	4	4	4	4	4	4	4	Very good service. Better parking needed.		X							
2/1/2002	4	4	4	4	4	4	4	Helpful and efficient. Suggested ways to avoid delays. If the person being helped will take a long time, advise those waiting and maybe give a time to expect to be helped.				X					
2/8/2002	4	4	4	4	4	4	4	Nicole Snider and Pam Ogren were helpful at the counter working to get the paperwork completed in a timely fashion.				X					
2/11/2002	1	1						1 Wait Wait Wait You need more people. Hire more people.									
2/11/2002	4	3	4	4	4	4	4	Bill Platt - very excellent dude. Need a popcorn machine.		X							
2/20/2002	4		4	4	4	4	4	The waiting area is far from ideal. Building permit office can only handle one person at a time.				X					
Various	4	4	4	4	4	4	4	Your staff in all depts that I visited was very helpful. I really want to pay my thanks to Jim Perry. He was very helpful and efficient.		X	X						
2/27/2002								Suggestion: have a rack with land use planning forms available on the customer side of the counter for self-service. Most other municipalities do this.					X				
3/23/2002	4	3	4	4	4	4	4	4 Friendly - acted like they are happy doing their job.				X					
3/26/2002	4	4	4	4	4	4	4	4 These two girls in the office are very knowledgeable and courteous. And I do not have to go downtown to Vancouver.				X					
3/28/2002	4	3	4	4	4	3	4	4 What a delight to be treated with such warmth.									
4/1/2002	4	4	4	4	4	4	4	4 The Fire Marshal's staff are all professionals.									
04/02&03/02	4	3	4	4	4	4	4										
4/4/2002		1						Please have some backup when needed. A 15 minute wait is understandable, but over 30 minutes is not. There are five people waiting as I stand here and only one counter person.				X					
4/8/2002	4	4	4	4	4	4	4	4 Michelle Wall is prompt, very knowledgeable....the job done right and as quickly as possible. We all need more people working for us like Michelle. She is terrific!				X					
4/8/2002	4	4	4	4	4	4	4	4 Chet Dedmore researched a situation that was very important. He took that extra step.				X					
4/9/2002	4	4	4	4	4	4	4	4 Linda Moorhead was extremely helpful. She verified information and directed me to next department.			X						
04/11&15/02	3	3	4	4	4	4	4	4 I spoke with Debi Miller who was absolutely wonderful and a great asset to your department. She is smart.				X					
4/15/2002	1	1	4					1 Service was fine, once got there.					X				
4/17/2002	3	3	3	3	3	3	3	3I called three times and left messages to call me back but never received a return call - over three days.					X				
4/22/2002	4	4	4	3	3	4	4	4 Put your application forms online. Saves applicant time not having to hand write information. Could save									
4/26/2002	4	4	4	4	4	4	4	4 Everyone here is so helpful.		X							
05/01-06/04	4	4	4	4	4	4	4	4 Receptionist was very personable. Evan Dust very personable, very helpful and willing to share his									X
5/3/2002	3	3	4	4	3	3	3	3 We found Nicole Snider to be a great representative of CCD of CD.				X					
5/7/2002	4	3	4	4	4	3	4	4 The speed at which my questions were answered was better than Clackamas County or City of Gresham				X					
05/23-05/28	2	2	3	2	2	3	2	2 Conflicting fee schedules required papers not listed on permit package.		X							
6/14/2002	3	3	4	4	4	4	4	4 Staff was very proactive in responding to my inquiry for a roofing permit. Debi was really great to work with.				X					
6/14/2002	4	4	4	4	4	4	4	4 My permit was processed faster than standard processing would normally allow in order to keep my job on				X					
6/17/2002	4	4	4	4	4	4	4					X					
6/18/2002	4	4	4	4	4	4	4	4 Thanks. Great service and helpful people.		X							
6/19/2002	4	4	4	4	4	4	4	4 Staff is always willing and informative. Thank you, Darlene, Kami and Maria.				X					
6/19/2002	4	4	4	4	4	4	4	3 These comments only apply to Inspector Leonard Smith, a superior customer service focus. The rest of our		X							
6/20/2002	4	4	4	4	4	4	4	4 Wendy and Sue have made it so very pleasant in the process of getting our home started.				X					
6/26/2002	1	1	3	3	3	3	3	1 How can you have two people at the counter with eight people in the waiting room? Service is horrible.				X					
6/28/2002	4	4	4	4	4	4	4	4 Excellent				X					
7/1/2002								4		X							
7/17/2002	4	4	4	4	4	4	4	4 Richard Daviau was more than helpful and did all in his power to expalin and help with my project									
7/26/2002	4	4	4	4	4	4	4	4 Evan Dust was very helpful, going out of his way to get the information I needed. Thank you.									X
8/1/2002	4	3	3	3	1		1	1 It took 19 days to issue a mobile home placement permit in an established park.		X							
8/6/2002	1	1	1	1	1	1	1					X					
8/8/2002	4	4	4	4	4	4	4					X					
8/13/2002	4	4	4	4	4	4	4	4 Thank you for being in Battle Ground				X					
8/16/2002	4	4	4	4	4	4	4	4 Your annual report is a very helpful and excellent product. Keep up the good work - I know it takes a lot of	X								
8/20/2002	4	4	4	4	4	4	4	4 Terri Wilson was very fast and efficient.		X							
Many times	3	3	3					3I would like to know why you don't have a question and answer line so a contractor doesn't have to drive all				X					
8/15/2002	1	1	1	1	1	1	1	1 Girl automatically said she couldn't help me with an anonymous complaint. Animal in question probably being	X								
8/28/2002	4	4	4	4	4	4	4	4 The girls at the counter are awesome. Especially Darlene.				X					
8/30/2002	4	3	4	4	4	4	4	4 Debi Miller and the other women staff members were outstanding. You are fortunate to have them				X					
8/30/2002	4	3	4	4	4	4	4	4 Debi, Wendy & Darlene were very nice to work with. They were great!				X					
9/3/2002	4	3	4	4	4	4	4	4 Michelle was great to work with and she really makes it smooth to get permits done.				X					
9/6/2002	4	4	4	4	4	4	4	4 It has been hard for me to buy a building permit; after Larry's visit I feel that it was worthwhile.		X							
9/11/2002	4	4	4	4	4	4	4	4 Gary and Candy were great!				X					
9/12/2002	1	1		2	1	3		It is consistently unbelievably difficult to be in this office. The waits are tremendous, many people appear to		X		X					
9/15/2002	1	1						1 Why does it take 30-45 minutes to get a zoning code? Why aren't the codes online?									
9/20/2002	4	4	4	4	4	4	4	4 Jennene was very helpful!				X					
9/20/2002	3	2	3	2	2	1	2	2I enforce building codes and have never experienced so many codes disregarded or overly enforced. Many		X							
9/26/2002	3	3	4	4	4	4	4	3 Good. Like it is.		X	X						
9/26/2002	3	3	4	4	4	4	3	3 Mike Schelling and Michelle were very helpfu		X	X						
9/27/2002	4	4	4	4	4	4	4			X	X			X			
9/27/2002	3	3	4	4	4	3	4	4 Friendly. Nice smiles.		X							
9/27/2002	4	4	4	4	4	4	4	4 Pat Lawler has been an excellent inspector and source of information when I had a question as has the		X							
9/27/2002	3	3	4	4	4	4	3						X				
Numerous	4	4	4	4	4	4	4	4 After dealing with the planning and development services in Pierce and Snohomish Counties, this department		X		X	X				
9/27/2002	4	4	4	4	4	4	4	4 All permit specialists I have worked with have been very helpful and friendly. On 9/25 I had to wait 50				X					
9/27/2002	3	3	4	4	4	4	4	4 Very helpful information		X							
10/1/2002	1	1	1	1	1	1	1	1 As a former freeholder I blasted this department. Get off your ass! You have people standing around visting				X					
10/1/2002	3	3	4	4	4	4	4	4 It seemed like the person went the extra mile for me.		X							
10/1/2002	4	4	4	4	4	4	4					X	X				
10/1/2002	4	4	4	4	4	4	4	4 Thanks		X							
10/1/2002	4	4	4	4	4	4	4	4 This was my second visit and I was extremely impressed with the efficiency of the office.				X					
10/1/2002	3	3	4	4	3	3	3	3 Counter person name tag. Suggestion: one-stop location for everything including the health district.					X				
10/1/2002	4	3	4	4	4	4	4	3 Got the info I wanted. Was happy with the service. Suggestion: get rid of half of your codes					X				
10/1/2002	4	4	4	4	4	4	4	4 Michelle Wall was exceptionally efficient and courteous				X					
10/2/2002	4	4	4	4	4	4	4			X			X				
10/2/2002	4	4	4	4	4	4	4					X					
10/2/2002	4	4	4	4	4	4	4	4 Plans Examiners and Permit Specialists and all front desk ladies are exceptionally great to work with always.		X							
10/2/2002	4	4	4	4	4	4	4	4 Very good service from Darlene, Nicole.				X					
10/2/2002	4	4	4	4	4	4	4	4 I couldn't believe we were in and out in great time.									
10/2/2002	4	4	4	4	4	4	4			X							
10/3/2002	4	4	4	4	4	4	4	4 Good		X							
10/3/2002	4	4	4	4	4	4	4	4 Excellent always.					X				
10/3/2002	4	3	4	4	4	4	4	4 Everyone was very polite and helpful.					X				
10/3/2002	4	4	4	4	4	4	4						X				
10/4/2002	4	4	4	4	4	4	4						X	X	X		
10/4/2002	3	3	4	4	4	3	4	4 Worked with Nicole Snider on application for permit on pre-engineered structures. She was very helpful.				X					

A=4.0, A+=3.75, B+=3.50,B=3.25, B-=3.00

C+=2.75, C=2.50, C-=2.25

D+=2.0, D=1.75, D-=1.5

F=1.0

1=Very Dissatisfied, 2=Dissatisfied 3=Satisfied 4=Very Satisfied

Overall Service 1=Poor 2=Fair 3=Good 4=Excellent

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10/8/2002	4	4	4	4	4	4	4	Attitudes are great. Everything is good except timeline - takes too long!		X							
10/8/2002	4	4	4	4	4	4	4	Good job.				X					
10/8/2002	4	4	4	4	4	4	4	Great				X					
10/8/2002	3	3	4	4	4	3	4					X					
10/8/2002	4	4	4	4	4	4	4			X							
10/8/2002	4	4	4	4	4	4	4	Debbie went above and beyond any service that I have ever received at the county. She was extremely				X					
10/9/2002	4	4	4	4	4	4	4	Plans Examiner - extremely helpful. Permit counter always helpful and knowledgeable. Love it here		X	X						
10/8/2002	3	4	4	4	4	4	4	Doing a consistent job on all inspections Larry T.		X							
10/9/2002	4	4	4	4	4	4	4					X					
10/9/2002	4	3	4	3	4	4	4	Counter staff has always been great but I strongly feel making the permitting process easier will increase the		X	X						
10/9/2002	4	4	4	4	4	4	4	Mike found a couple of problems. Mike did a great job. Thanks Mike		X							
10/9/2002	4	4	4	4	4	4	4	Existing plat plans on line would be nice		X							
10/9/2002	4	4	4	4	4	3	4	Kami was exceptional in obtaining info which I requested. Thanks Kami				X					
10/9/2002	4	4	4	4	4	4	4	Melissa Curtis was exceptionally helpful, professional and pleasant. All county employees should be like her				X					
10/10/2002	4	4	4	4	4	4	4	I have always received prompt, professional services!		X							
10/10/2002	3	3	4	4	4	3	3	I've built all over the country. Clark County is better than average considering the business levels. Like the		X							
10/10/2002	4	4	4	4	4	4	4	Jennene was extremely and gave good reasons for what she thought was an irritating delay.				X					
10/11/2002	4	4	4	4	4	4	4	Speedy services.		X		X					
10/11/2002	4	3	4	4	4	4	4			X							
10/11/2002	4	3	4	4	4	4	4	There has been a noticeable change for the better over the past couple years. Keep up the great work.		X							
10/11/2002	4	4	4	4	4	4	4	Elise was personable and thorough in her time with us discussing long range planning/infill								X	
10/14/2002	4	4	4	4	4	4	4	Debbie Miller and Marian Anderson both helped with building permit extensions and inspections.		X							
10/14/2002	4	4	4	4	4	4	4	Very helpful.		X		X					
10/14/2002	3	2	4	3	3	3	3	Very good service except the computers were down and they were two minutes late opening the door				X					
10/14/2002	4	4	4	4	4	4	4	Debi has helped me the last two times I've come in and I must say that she has done an outstanding job.				X					
10/15/2002	4	4	4	4	4	4	4	Excellent - Michelle, Melissa and Nikki				X					
10/15/2002	4	4	4	4	4	4	4	Very timely - one day wait for an inspection. Thanks						X			
10/15/2002	4	4	4	4	4	4	4	Vicki Kirsher was great. I took forever of her time, asked stupid questions (more than once). She was very				X					
10/18/2002	3	3	3	3	3	3	3	Dwayne Redline was very helpful and very prompt helping me. I appreciate his kindness						X			
10/21/2002	4	4	4	4	4	4	4	Great service always		X							
10/21/2002	4	4	4	4	4	4	4	Very friendly and helpful				X					
10/21/2002	4	4	4	4	4	4	4	Excellent service. Very knowledgeable person in Michelle. Thank you.				X					
10/21/2002	4	3	4	4	4	4	4	I am sorry I do not know the young lady's name, but she was very helpful and knew exactly what to do and				X					
10/22/2002	4	3	4	4	4	4	4	As usual, when I came in for information, the people are always cheerful and helpful		X							
10/22/2002	4	4	4	4	4	4	4	Wonderful job by Melissa				X					
10/24/2002	4	4	4	4	4	4	4	Debi was very knowledgeable and helped me quickly. Thank you				X					
10/24/2002	4	4	4	4	4	4	4	Get a vending machine that customers can use				X					
10/25/2002	4	4	4	4	4	4	4	Very good services from Melissa Curtis, Michelle Wall and Jennene Maitland.				X					
10/29/2002	4	3	4	4	4	4	4			X							
10/29/2002	4	3	4	4	4	4	4	Nicole was friendly, professional, knowledgeable and very patient. She is an extremely fine ambassador for				X					
10/30/2002	4	4	4	4	4	4	4	Nicole is always very helpful and she goes out of her way to help. She has a lot of knowledge about the				X					
10/31/2002	4	4	4	4	4	4	4	Chet Dedmore				X					
11/4/2002	4	3	4	3	3	4	4	My first visit, expected a wait, instead, I received very helpful info by a pleasant and knowledgeable clerk.				X					
11/5/2002	4	4	4	4	4	4	4	Nicki did an excellent job doing research. Feel that she went the extra mile to provide fast and friendly				X					
11/7/2002	4	4	4	4	4	4	4	Warm friendly service. No wasted time.		X							
11/8/2002	4	4	4	4	4	4	4	Customer Service is very knowledgeable and very friendly always. Very good service.				X					
11/13/2002	4	3	4	4	4	4	4	There were many frustrating hours and days spent trying to find the correct answer to our questions.		X							
11/14/2002	4	4	4	4	4	4	4	I deal with many counties. You guys are by far the most helpful and attentive.		X							
11/18/2002	4	4	4	4	1	4	4	(Gave "very satisfied" results to Customer Service and "very dissatisfied" results to Building)		X		X					
11/19/2002	4	4	4	4	4	4	4	Employee appeared motivated and pleased to suggest ways to successfully pass the inspection.		X							
11/20/2002	4	4	4	4	4	4	4					X					
11/21/2002	4	4	4	4	4	4	4	Michelle was great at helping us work through our preapp! It is our first.				X					
11/21/2002	3	4	4	3	3	4	4	1 Service was good but I checked poor because I should be able to purchase permits through the mail.		X							
11/22/2002	4	4	4	4	4	4	4	This was my third visit. Personnel are always very knowledgeable, helpful and professional. Thank you!	X								
11/22/2002	3	3	4	3	4	3	4	I think Melissa Curtis did a very good job.				X					
11/22/2002	4	4	4	4	4	4	4	Debi is cheerful and very helpful. She is also knowledgeable about her job and answers all of my questions				X					
11/22/2002	4	4	4	4	4	4	4	Nikki provided professional service.				X					
All Summer	4	4	4	4	4	4	4	Commend Vicki Kirscher for her professional, courteous, efficient service.				X					
12/5/2002	4	4	4	4	4	4	4					X					
12/5/2002	4	4	4	4	4	4	4	Once the BLA had reached the correct office, Susie Davidson was expedient and helpful in compiling the				X					
12/6/2002	4	4	4	4	4	4	4	I had questions for three departments. Everyone I encountered was courteous, knowledgeable and willing to		X		X				X	
12/9/2002	4	4	4	4	4	4	4	Excellent service - Susie, the best!				X					
12/9/2002	4	4	4	4	4	3	4			X							
12/11/2002	4	4	4	4	4	3	4	Very friendly and helpful				X					
12/11/2002	4	4	4	4	4	4	4	Michelle saved me countless hours and dollars by instantaneously giving me all I needed to know about infill				X					
12/13/2002	4	4	4	4	4	4	4										
12/13/2002	4	4	4	4	4	4	4	Vern Perry and Michelle Wall and also Darlene went out of their way to resolve the problems with my		X		X					
12/16/2002	4	4	4	4	4	4	4	The service was superb!				X					
12/16/2002	4	4	4	4	4	4	4	Larry Tarrant and Mike were very helpful. Need better phone connections to inspectors.		X				X			
12/20/2002	4	4	4	4	4	4	4	Darlene is awesome! I watched her help others as well as myself. She has the best attitude possible for						X			
12/20/2002	4	4	4	4	4	4	4	Eric Day was a tremendous help to me. Keep him. He's a winner!				X					
12/30/2002	4	4	4	4	4	4	4	Melissa Curtis. Very helpful and knowledgeable				X					
Jan-Dec	4	3	4	4	4	4	4	The excellent rating would only apply to Karen Webb. If I were to rate code enforcement and engineering, the						X			
	A	B+	A	A	A	A	A										
	3.8	3.5	3.8	3.8	3.7	3.7	3.8										
	109																
Number of	158	154	153	152	150	148	156										
Average	4.35	3.52	3.87	3.81	3.78	3.78	3.71										
Grade	A	B+	A	A-	A-	A-	B+										

A=4.0, A-=3.75, B+=3.50, B=3.25, B-=3.00

C+=2.75, C=2.50, C-=2.25

D+=2.0, D=1.75, D-=1.5

F=1.0

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Overall Service 1=Poor 2=Fair 3=Good 4=Excellent